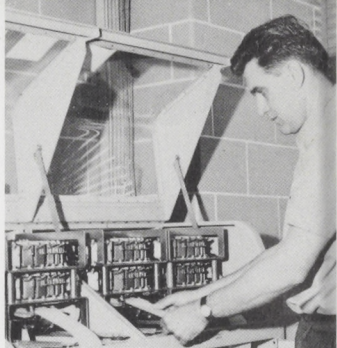


**YOU WERE
ASKING ?**

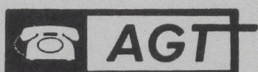
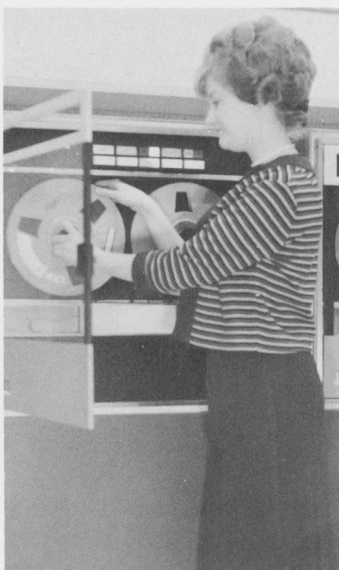
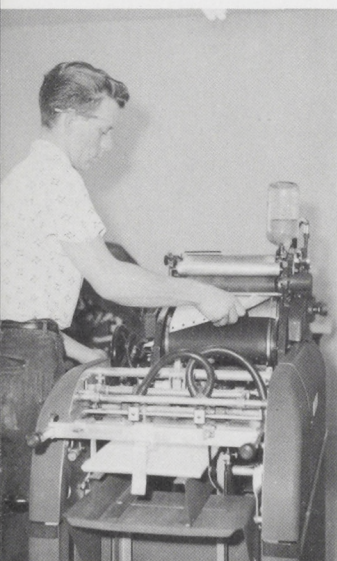
ALBERTA GOVERNMENT TELEPHONES



YOU

ASKING?

WERE



**ALBERTA
GOVERNMENT
TELEPHONES**





A NEW JOB is an important step in your life. It is also important to the organization which engages you and we expect that our association will prove mutually beneficial.

You are probably wondering right now what kind of an organization you are connected with, how it is set up and operated, what rules and regulations you will be expected to follow, what lies beyond the door of your new office, and to what benefits you are entitled.

This booklet is prepared in an effort to answer some of the questions that may be going through your mind and as a brief introduction to the Alberta Government Telephones.

We hope it answers most of the questions that
YOU WERE ASKING.

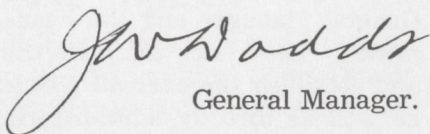


a w o r d
f r o m t h e
G e n e r a l
M a n a g e r

ON BEHALF OF THE MANAGEMENT I would like to welcome you as a member of the Alberta Government Telephones. You are joining one of Canada's largest communication systems, dedicated to providing complete and efficient communication services to the people of Alberta. As a member of the Trans-Canada Telephone System, which includes all the major telephone companies in Canada, we are able to provide service to all parts of the world.

The nature of our business requires a highly trained and efficient employee group capable of meeting the challenges of a dynamic and changing business. Our salary schedules, working conditions and other employee benefits compare favorably with those of other large corporations and there are many opportunities for advancement to positions of responsibility for those with the required qualifications.

I am confident your association with us should prove mutually beneficial.


General Manager.



TO MOST TELEPHONE CUSTOMERS and the general public, the telephone set in the office or home, the wires on poles down lanes and highways, the operator at the switchboard, the man with belt and climbers, the monthly telephone bill—these are the Telephone Company.

To most employees the Telephone Company is much more than that—numerous buildings full of complex equipment, overhead and underground cable networks, huge radio relay towers, thousands of miles of poles and wire, together with staffs in a number of departments, each performing a specific job in operating the telephone system. On the following pages we have endeavored to explain how all these things work together as a unit to provide a comprehensive communications service.

In Alberta the Telephone System is operated as a Commission of the Provincial Government. It is administered by the Minister of Telephones and a permanent staff consisting of the General Manager, the Assistant General Manager and the heads of five functional departments. These men comprise the Executive or Management and establish the over all policies of the Telephone System as well as directly administering their own Departments.

The five functional Departments are: Accounting, Traffic, Commercial, Plant and Engineering. They are headed by the Comptroller, the General Traffic Manager, the General Commercial Manager, the General Plant Manager and the Chief Engineer, respectively, with offices located at Edmonton Head Office.

In addition there are three other departments, the Personnel Department, the Public Relations Department and the General Services Department.

The Operations Committee is made up of the Manager, Operations and Engineering, the General Plant Manager, the General Commercial Manager, the Chief Engineer and the General Services Manager. They meet weekly and discuss those management problems of an operational rather than of a policy nature.

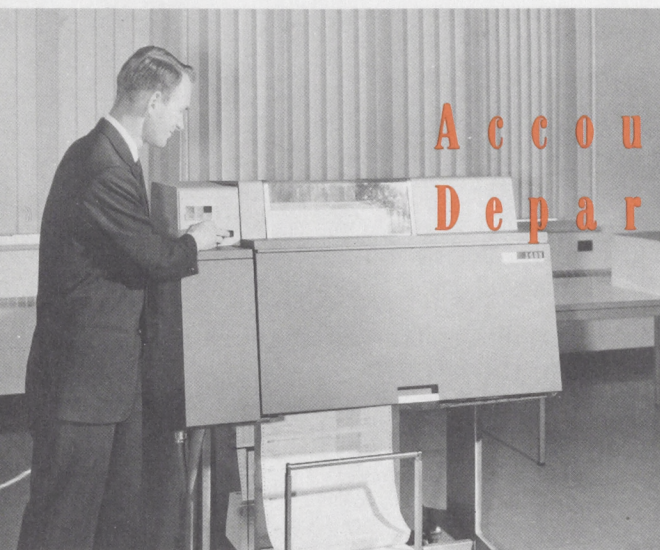
There is also a joint Co-ordinating Committee consisting of personnel from each department. Its function is to submit to Management, short and long range plans and recommendations which are necessary to provide a satisfactory and efficient communications service to our customers.

DECENTRALIZATION

For purposes of expedient operation of the System, the Province is divided into three separate districts: Northern, Southern and Calgary City, with district officials located at Edmonton and Calgary. Administration of these districts is carried out by District Officials of each Department. At this point, it might be well to mention that the City of Edmonton operates its own Telephone System which does not come under the jurisdiction of the A.G.T. Consequently, the South District and the City of Calgary are the largest from a business point of view and require the greater proportion of our district staffs.

TRANS-CANADA TELEPHONE SYSTEM

The Alberta Government Telephones is one of the eight major telephone companies making up the Trans-Canada Telephone System whose function it is to handle matters of common interest to all its members. The other members of the System are: British Columbia Telephone Company, Saskatchewan Government Telephones, Manitoba Telephone System, The Bell Telephone Company of Canada, The New Brunswick Telephone Company, The Maritime Telephone and Telegraph Company and the Avalon Telephone Company.



Accounting Department

THE ROLE OF THE ACCOUNTING DEPARTMENT, under the Comptroller, is to ensure the safeguarding of Commission assets and revenues. They produce reports showing the Commission's position in terms of funds, profit, and financial condition and arrange for the procurement of funds. They maintain earnings, expense and property records and supervise cash receipts and expenditures. The billing of customer accounts also comes under their jurisdiction. It will be noticed that our Accounting Department is responsible for duties usually borne by two departments in other large organizations—Treasury and Accounting. The Department is divided into four distinct divisions as follows:

GENERAL ACCOUNTING

This division, located in Edmonton and supervised by the General Accountant, is responsible for providing professional advice in accounting matters; producing financial statistics and reports; and auditing Commission funds, property and transactions to ensure their conformance with existing policies and procedures. They co-ordinate the various Department budgets and train Accounting personnel. They arrange settlements of revenue with other Telephone Systems as well as design and introduce Accounting procedures and records.

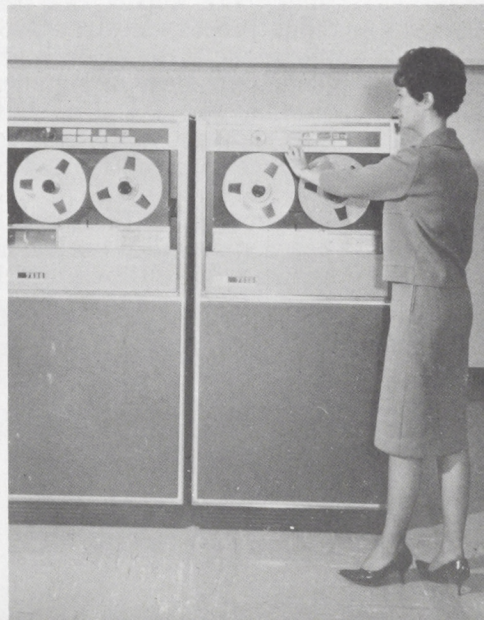
DISBURSEMENTS ACCOUNTING

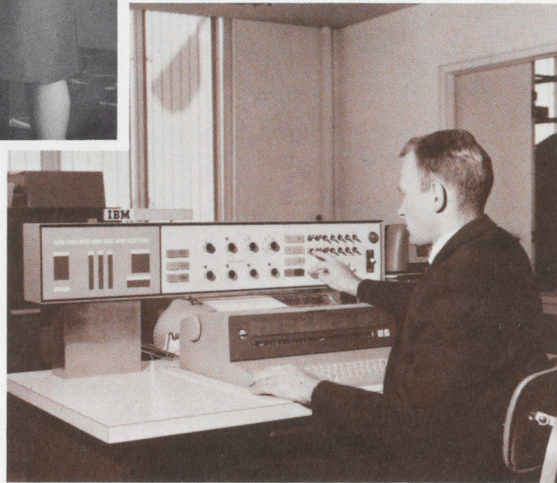
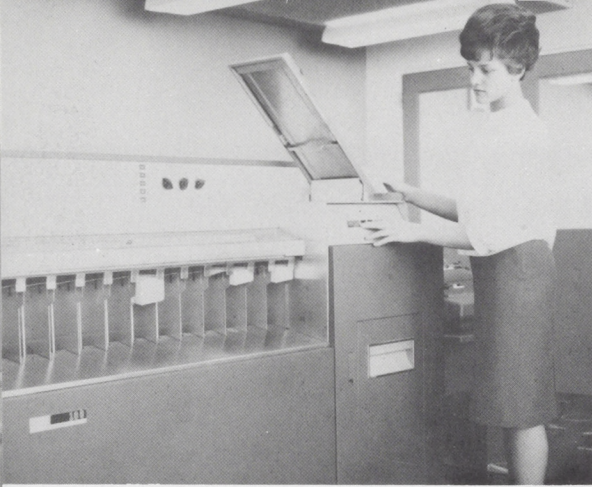
This division is located in Edmonton under the supervision of the Disbursements Accounting Manager. It keeps records of all AGT equipment, property and furniture as well as their repair and maintenance costs. They also maintain records of the supply and movement of goods stored in AGT warehouses. The processing of the all-important payroll records and employee pay cheques as well as the reconciliation of the Commission's bank accounts are handled by this office. Payment of accounts, examining and reviewing of Work Reports (timesheets), invoices and other documents and the arranging for the Commission's insurance are also duties of this section.

REVENUE ACCOUNTING

This division is subdivided into two parts, both in Edmonton; Revenue Accounting Machine Operations and Revenue Accounting Manual Operations. A Revenue Accounting Manager is in charge of both.

They bill AGT's customers for their monthly telephone and telephone equipment rentals as well as their long distance call charges. They maintain records of all these accounts as well as records of equipment and services supplied to our customers.





DATA PROCESSING

The Data Processing section is located in Edmonton under the supervision of the Data Processing Manager. They process all heavy-volume jobs of the Accounting Department through data processing and computer equipment including such assignments as: employee pay cheques, Income Tax T-4 slips, customer bills, labour and overhead cost listings, statistical reports and special studies. They produce information for other Departments such as inventory control data for General Services or maintenance labour data for the Plant Department. This section designs programs which enable the data processing equipment to produce the desired results.

PROVINCIAL AUDITOR'S REPRESENTATIVE

This group, which is not a part of the Commission, represents the Provincial Auditor and pre-audits all payments made by the Alberta Government Telephones. They also do any other auditing required by the Provincial Auditor.

Commercial Department



IN GENERAL, COMMERCIAL STAFFS deal directly with the public and, therefore, are called upon to play a major role in maintaining good public relations as a part of their day-to-day activities.

The head of the Department is the General Commercial Manager. The Department is divided into six distinct groups, as detailed below, and the various aspects of commercial work are covered in these divisions.

COMMERCIAL DEVELOPMENT

This group is located at Head Office in Edmonton, under the supervision of the Development Supervisor who reports to the General Commercial Supervisor.

This group handles all commercial surveys on proposed exchange and long distance extensions. The forecasting of exchange requirements, determined by the study of held applications and other reports, is also handled by this section. Where special construction is required to provide telephone service, the applications are passed to this office in order that service connection charges may be determined and quoted.

COMMERCIAL RATES AND METHODS

This office, located in Edmonton, is in the charge of the General Supervisor—Rates, Methods and Training. It is responsible for the supervision of telephone and long distance rate changes, the preparation and supervision of commercial routines and practices, special contracts and settlement arrangements with other telephone companies.



MARKETING DIVISION

This group is located in Edmonton, with a subordinate group located in Calgary and is under the charge of the General Marketing Manager.

They are responsible for sales of Special Services, Switchboards, Key Equipment, Teletype, Leased Voice Facilities, Radio Systems, Telemetering, Television and Broadcasts, Long Distance Message Promotion and all other customer telephone services.



RURAL DEVELOPMENT

This office is also at the Head Office in Edmonton and is under the charge of the Rural Service Manager who reports to the General Commercial Manager.

This group handles negotiations of change, expansion or formation with Rural Mutual Telephone Companies by direct contact with the interested organizations.





DISTRICT COMMERCIAL

The Province of Alberta is subdivided into three districts; North District—North of Ponoka to the Northwest Territories; South District—Town of Ponoka to the United States border; Calgary City District—Calgary City only. The districts are again divided into sections and supervised by Section Managers who report to the District Commercial Managers.

The District Commercial office receives, investigates and processes applications and requests for all normal types of telephone service. This office also handles all collections of accounts, explanation of charges, and takes care of complaints and adjustments.

DIRECTORY

The Directory Office is located in Calgary and is under the supervision of the Directory Manager.

This group is responsible for the compilation and publication of all Alberta telephone directories. They also handle the sale of directory advertising as seen in the yellow pages of all directories issued by the Department.



Traffic Department



THE FUNCTION OF THE TRAFFIC DEPARTMENT is to render courteous and efficient local and long distance (toll) service to our customers. All operating staffs come under the supervision of the General Traffic Manager. The Department consists of three main sections, headed by the General Supervisor—Traffic Facilities, General Supervisor—Traffic Methods and Results, and District Traffic Superintendents.

GENERAL SUPERVISOR—TRAFFIC FACILITIES

The General Supervisor is responsible for short and long range forecasting of all equipment used in providing telephone service to the customer. This includes toll and local circuits and switching systems; Direct Distance Dialing equipment; switchboards, both long distance and private; and mobile service.

GENERAL SUPERVISOR—TRAFFIC METHODS AND RESULTS

This division of the Traffic Department comprises three groups: Methods and Training, Costs and Results, and Dial Service Administration.

The Methods and Training group is responsible for the initial and supplementary training of operators, toll room supervisors and central office management staff, the issuance of local and toll operating practices and general Traffic instructions, and the production of customer service measurements.

The Costs and Results group is responsible for the control of Traffic costs including preparation of the Traffic Expense Budget, and force administration procedures. In addition, long distance counts and other special studies and the summarizing and publishing of the Traffic Results and Expense Reports are handled by this group.

The Dial Service Administration group is responsible for supervision of local dial administration, dial customer instruction, customer relations activities, and private switchboards and teletype activities.

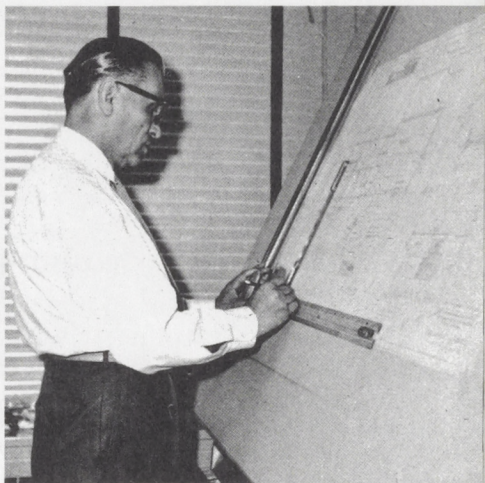
DISTRICT TRAFFIC SUPERINTENDENTS

The Province is divided into three districts: North, South and Calgary City. Each district is in the charge of a District Traffic Superintendent.

The District Superintendents are responsible for the overall local and toll service within their respective districts as well as the overall administration of their operating staffs, recommending of toll switchboard and toll facilities together with private switchboard recommendations that they may deem necessary to meet development. Their primary responsibilities are Service and Costs.



Engineering Department



THE MAIN FUNCTION OF THE ENGINEERING DEPARTMENT is to produce plans and specifications for the construction program of the telephone system. Their goal is to design facilities which will provide high quality service at the least cost. To provide this service the engineer must constantly look into the future using the growth forecasts of other departments as well as his own, keep abreast of the latest developments and work in co-operation with the other telephone systems.

The Engineering Department under the Chief Engineer is located at Head Office in Edmonton with a smaller unit in Calgary. It consists of five divisions: Plant Extension, Outside Plant, Equipment and Building, Service, and General Staff Engineering. Each division, which is subdivided into smaller groups, is administered by an engineer.

PLANT EXTENSION ENGINEERING

Plant Extension Engineering provides for the over-all planning and co-ordination of the construction program, both immediate and long range. This includes buildings, long distance facilities, switching, long distance wire centering studies, telephone numbering plans, Direct Distance Dial studies, budgeting, and so on.

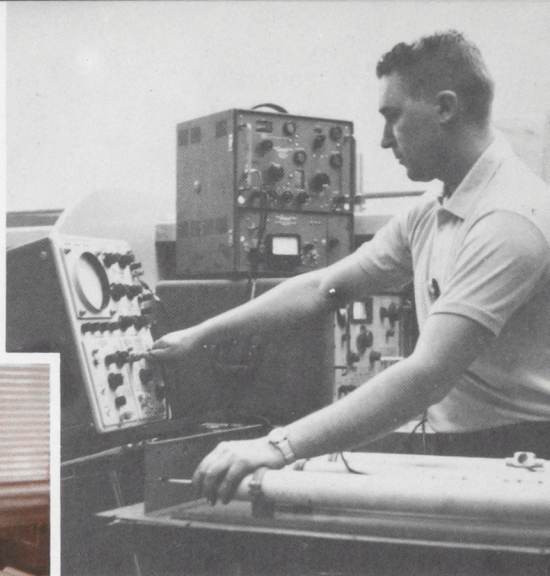
OUTSIDE PLANT & TRANSMISSION ENGINEERING

This division is involved in the preparation of plans and specifications for the installation of exchange and long distance outside plant, both aerial and underground. They are in charge of the transmission performance of the telephone system and see to it that transmission objectives are met.

EQUIPMENT AND BUILDING ENGINEERING

This division provides for the preparation of plans and specifications for the erection of buildings, including the estimation of costs, as well as plans and specifications for the installation of local dial and long distance switching systems, long distance terminal equipment, radio relay systems, and power equipment.





SERVICE ENGINEERING

They handle the preparation of specifications and orders for mobile radio telephone systems (both private and public), switchboards, private lines, teletype and telemetering, and the establishment of service after the equipment is installed.

GENERAL STAFF ENGINEERING

This division handles the common requirements of all Divisions such as centralized filing and mail, administration procedures, technical practices, standards, depreciation, costs, personnel, training and general office routines.

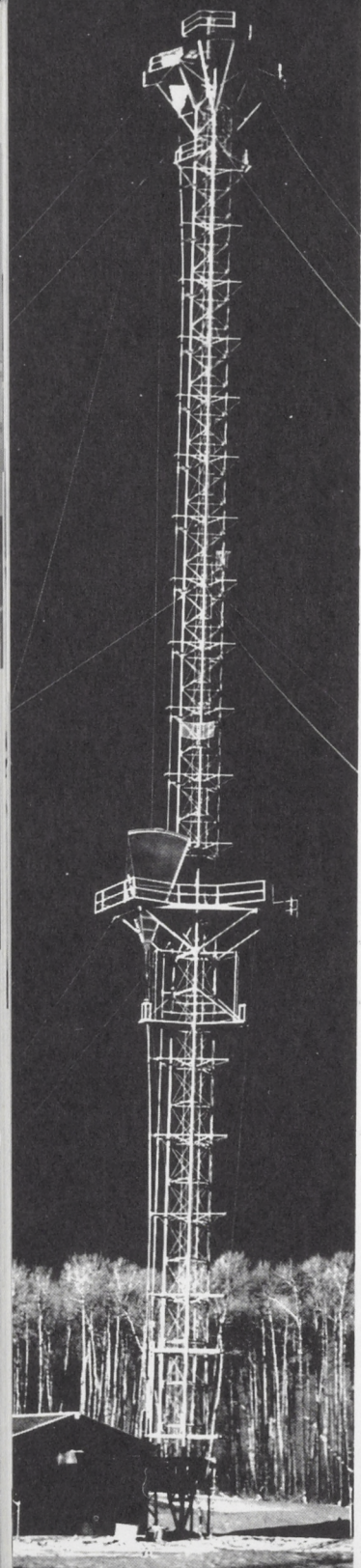
In broad terms the Engineering Department does the planning and ordering of material for a specific job and the Plant Department installs or arranges for the installation of the equipment, being later responsible for its maintenance.

Plant Department

IN THE TELEPHONE INDUSTRY, the word "Plant" means any instrument, apparatus, equipment or physical article that is directly a part of, or is inherently associated with the communication service provided by the Alberta Government Telephones. Buildings to house telephone equipment, pole lines, cable networks, radio towers, telephone exchange equipment and subscriber apparatus become Plant when all the necessary engineering information and required material has been made available to the Plant Installation and Maintenance forces. The employees engaged in the day-to-day installation and maintenance of this equipment, are likewise called "Plant" employees.

The Plant Department is headed by the General Plant Manager, who is assisted by the Plant Manager, General Plant Supervisor and the Supervisor of Personnel, Training and Safety.

The Plant Department has two main functions; Maintenance and Construction.





CONSTRUCTION DEPARTMENT

The Construction Department is responsible for the construction of all outside plant equipment (aerial and underground cable, pole lines, long distance lines, microwave towers, etc.) throughout the province. There are Construction Supervisors in Calgary, Lethbridge, Edmonton, Red Deer, Vegreville and Grande Prairie who report directly to the Construction Superintendent.

INSTALLATION DEPARTMENT

The Installation Superintendent handles the installation of all "inside" plant equipment (Central Office equipment; long distance and exchange, microwave, radio, teletype and switching equipment, etc.) within Alberta. There are Installation Supervisors located in Edmonton and Calgary.

DISTRICT PLANT

Alberta is divided into 4 plant districts with a Plant Superintendent in charge of each. The districts are: South District (an area from the town of Ponoka to the Canada—U.S. border), North District (from a line north of Ponoka to the Alberta—N.W.T. border), Calgary City, and a Toll District including long distance facilities throughout most of the province. The

North and South Districts are divided into smaller geographical areas called Sections which are in the charge of a Plant Supervisor. In the North District are the Grande Prairie, Edmonton, Outer Edmonton Fringe, and Vegreville Sections. In the South District are the Red Deer, Calgary, Medicine Hat and Lethbridge Sections. Each Section is further divided into Foreman areas.

The District Plant sections are responsible for the upkeep and maintenance of all telephone equipment within their respective areas. The installation of customer equipment, the all-important telephone set, also falls within their jurisdiction. The Toll District, also headed by a District Superintendent, is responsible for the maintenance of long distance and Microwave facilities throughout most of Alberta. This district overlaps the other three districts and is separated more by its work duties than by geographical boundaries.

Within each District are certain specialized sections whose job it is to install and maintain their individually assigned areas. Mobile radio and teletype are examples.

At Edmonton Head Office, staff and supervisory levels administrate the over-all operations of the many plant functions. Operating methods and practices, personnel, training, budgets, special services, organization and statistical analysis are just a few of the many areas handled by the headquarters group.



Personnel Department

The Personnel Department is a headquarters group under the jurisdiction of the Personnel Manager and is responsible for system-wide employee relations encompassing employment, management training, job evaluation, organization, employee appraisals and salary administration. Labor relations including safety, working contracts, and employee benefits as outlined in a subsequent section of this booklet are handled by the Personnel group. Administration of the Employee Pension and Death Benefit Plan is also a function of this section.

Public Relations Department

The Public Relations Department, under the supervision of the Public Relations Manager, is responsible for the promotion of better public relations between the System and the public. In addition, presentations and displays such as those seen at trade fairs, exhibitions and conventions, and many publications for management, employees, and the public are edited and issued by this section.





General Services Department

THE FUNCTION OF THE GENERAL SERVICES DEPARTMENT is to render to the other Departments those services which are common to them all. It centralizes, under the General Services Manager, duties and services that would otherwise have to be duplicated in each department. The six distinct sections of General Services are as follows:

ADMINISTRATION SERVICES

The Administration Service Manager is responsible for the provision of travel reservations, reproductions of letters, forms and blueprints, mail and teletype services, dining services, business procedures, office space, office and personnel moves, and the System library.

SECURITY AND INDUSTRY DEFENCE

The Co-ordinator, Security and Industry Defence directs the operation covering System security, investigations, guard service, emergency operations and Department of Defence Production security.

BUILDINGS MAINTENANCE

The Buildings Superintendent is responsible for the operation and maintenance of all System-owned buildings and leased premises in the System.

PURCHASING

The Purchasing Agent directs the procurement and purchase of material, equipment, and supplies for all departments in the System, dealing with supplies and keeping all necessary records.

GENERAL SUPPLIES

The General Supplies Supervisor directs the stocking and distribution of all supplies and stationery. The repair of equipment and disposal of obsolete material is also handled by this section.

VEHICLES

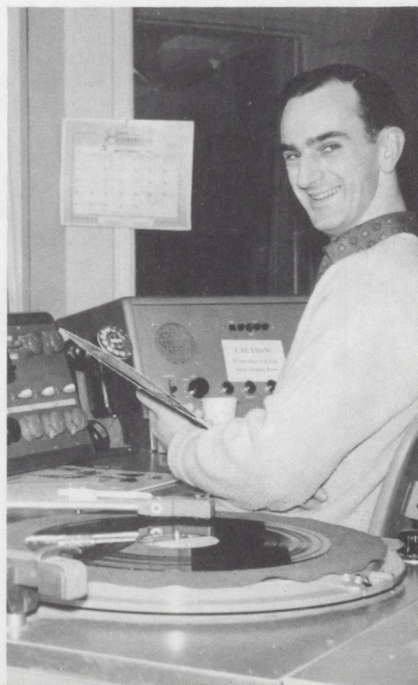
The Supervisor Vehicles is responsible for the purchase and maintenance of all motor vehicles, truck bodies and trailers, and the direction of vehicle operations. He furnishes advice and services on these matters to all departments.

C. K. U. A.

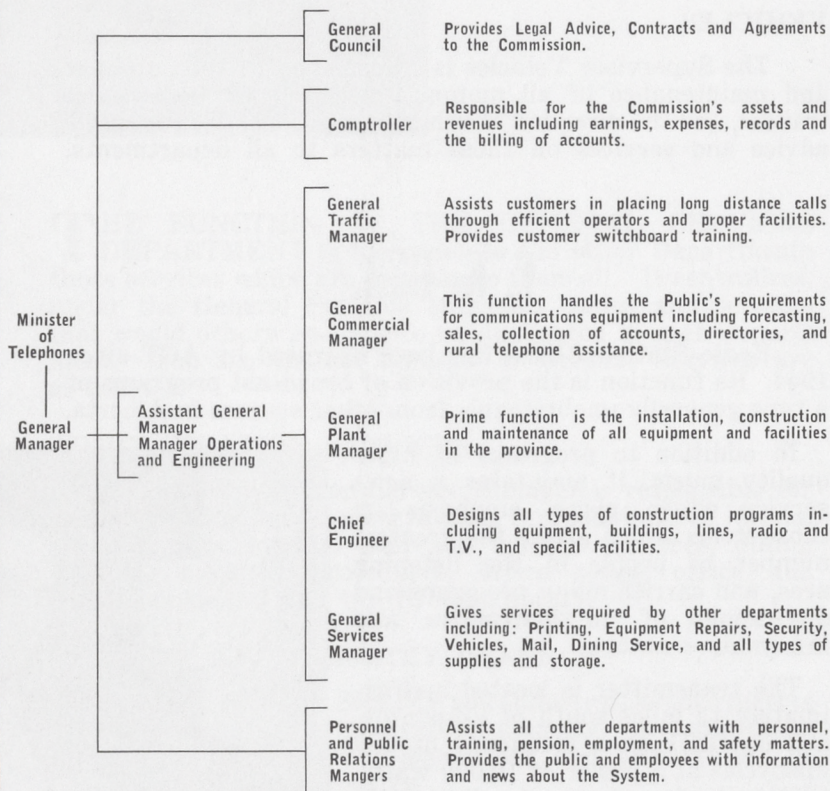
Radio Station CKUA has been operated by AGT since 1944. Its function is the provision of broadcast programs of a type generally unobtainable from other sources in Alberta.

In addition to programs of high-quality music, it maintains a news service which places emphasis on those items which affect the greatest number of people in the listening area, and carries many programs and discussions of an instructive and informative nature.

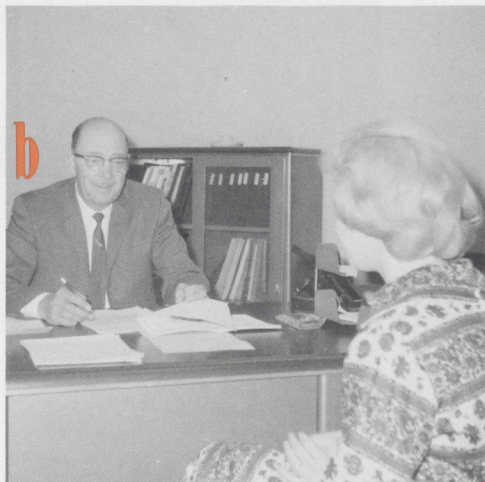
The transmitter is located approximately 14 miles south of Edmonton, and operates on a frequency of 580 kilocycles at a power of 10,000 watts. CKUA also broadcasts simultaneously on an FM transmitter located at the studios in the Alberta Block in downtown Edmonton. This transmitter radiates 352 watts of power at a frequency of 98.1 megacycles.



Organization Chart



Your Job



THE INTERVIEW

The circumstances which led you to apply for employment may be many and varied, but you apparently felt you had some previous training, experience or aptitude which, under favorable conditions, could be used to our mutual advantage. Your interviewer, conscious of the manpower requirements and available openings, endeavored to ascertain by a series of questions, your qualifications to fit into the organization.

PROBATIONARY PERIOD

It would indeed be an exceptional person who, after a brief discussion on a subject as complex as a modern day communication system, could emphatically decide that he or she had found a position or vocation completely suited to



their individual talents or abilities. For this reason there is a stipulated probationary period of approximately six months. Within this period your day-to-day program will be assessed and one of the following conclusions reached:

- ✓ Your progress and other attributes are satisfactory.
- ✓ Your abilities and aptitudes indicate a transfer to another group where these qualities could be further developed to our mutual advantage.
- ✓ With assistance, your results would appear to warrant a further continuation of your present status.
- ✓ For one or more reasons, and in fairness to your future and to ours, a separation notice is indicated.

PROMOTIONS

Positions of responsibility are generally filled by promotion from within the System. Merit—the combination of ability and experience plus seniority, is the yardstick for promotion.

Most promotions are made within the particular department. However, there are numerous opportunities for promotions to other departments and this practice is encouraged if it is mutually beneficial to both management and the employee.

PENSION PLAN

After six months' service with the System, an employee is eligible for inclusion in the Plan of Employee Pension and Death Benefits and the Plan of Employee Insurance. You will be given a booklet which describes the Plan in detail. It will be to your advantage to read it carefully.

HOSPITAL AND MEDICAL CARE

The Commission approves the principal of membership in the Alberta Blue Cross Plan and Medical Services (Alberta) Incorporated. Membership is voluntary and admission should be made during the first month of employment if desired. Payroll deductions may be arranged.

GROUP LIFE INSURANCE

Supplementary Group Life Insurance Coverage is available to all employees at very reasonable rates. The maximum amount of insurance is based on the employees salary or family status. The insurance coverage also includes generous disability benefits. The first two thousand dollars insurance coverage is available free to all employees upon receipt of their application card. You will be given a booklet which describes the Plan in detail.

EMPLOYEE REPRESENTATION

The Alberta Government Telephones Commission recognizes the International Brotherhood of Electrical Workers as the accredited Bargaining Agent for Plant Craft and Traffic Operating Staffs.

The Union represents employees in negotiations covering wages, hours of work, and all phases of working conditions.

Clerical staffs are represented under the Plan of Clerical Employee Representation for the purpose of negotiating salary and working condition contracts and grievances.

The A.G.T. encourages sincere, responsible labour-management relations and appreciates the importance of the employees' views and suggestions through their recognized bargaining representatives.

Joint Committees have been established by the Commission and the Union on such matters as Apprenticeship Training, Safety and Vehicle Accident Prevention, Grievance Procedure, Benefit Programs and Labor-Management Co-operation.

Representatives of the Union and Management meet regularly at Labor-Management Meetings at District Headquarters to discuss constructive suggestions on improving service, work methods and maintenance. This Committee does not discuss wage problems or related items.

Union dues may be deducted from salaries through payroll deductions on a voluntary basis.

HOLIDAYS AND VACATIONS

Except where necessary to maintain service, employees receive the following Holidays: New Year's Day, Good Friday, Victoria Day, Dominion Day, Labor Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day, and any other holiday approved by the Commission.

After one year's service calculated from May 1st, all employees are entitled to three weeks' annual vacation with pay.

PAY DAYS

All employees are paid every second Friday. A two week holdback of salary is in force and pay cheques cover the two weeks prior to the previous pay day.

EMPLOYEE MAGAZINE

As an employee of Alberta Government Telephones you are entitled to receive copies of the employee magazine "Alberta Calls" which is published six times a year by the Public Relations Department. Items of interest concerning the telephone industry, the System and its employees are contained in this publication. News bulletins of new developments or changes in the industry are issued from time to time to all employees.



CAFETERIAS

In the District Headquarters Building in Edmonton and Calgary and the Head Office Building at Edmonton there are staff cafeterias where one may obtain a well balanced lunch at a very nominal cost.

CREDIT UNIONS

Several years ago groups of employees in Calgary and Edmonton organized credit unions under the Credit Union Act. As a member of a credit union you may borrow money and pay it back at a reasonable rate of interest.

As an investment, shares in the credit union may pay an attractive rate of interest.

The credit unions are entirely employee administered and are not sponsored, influenced or managed in any way by the Commission.

RECREATIONAL ACTIVITIES

Within the larger centres, group recreational activities are arranged. Bowling, curling, golf and softball in season, are handled by interested employees.

SECRECY

In your job, you may be in a position to hear many types of information which should remain confidential, either within the System or within the communications industry. For security reasons, it is very important that there be no leakage of this information. Anything of such a nature which you hear on the job should, to all intents and purposes, be completely forgotten when your day's work is over. Maintaining the secrecy and security of communications is a primary law of our industry and a tradition which we uphold proudly. We have every confidence that your loyalty to your job and your country will prevent you from discussing such pertinent information with persons outside the System.



PLANT

TRAFFIC

COMMERCIAL

ENGINEERING

ACCOUNTING

A Chain Is Only As Strong As Its Weakest Link

The Alberta Government Telephones is a single well functioning unit made up of five basic departments: Plant, Traffic, Commercial, Engineering and Accounting. Each department is a link in the chain that makes up the whole; each one dependent upon the other; each one non-functional in itself. Every employee forms a part of the link that is his or her department. Every employee in the performance of his or her job adds to the strength of their department and therefore contributes to the development of the entire system. Individuals, like departments, cannot stand alone—it is the co-operation and working together of employee and department that makes the Alberta Government Telephones a strong, smooth running organization.